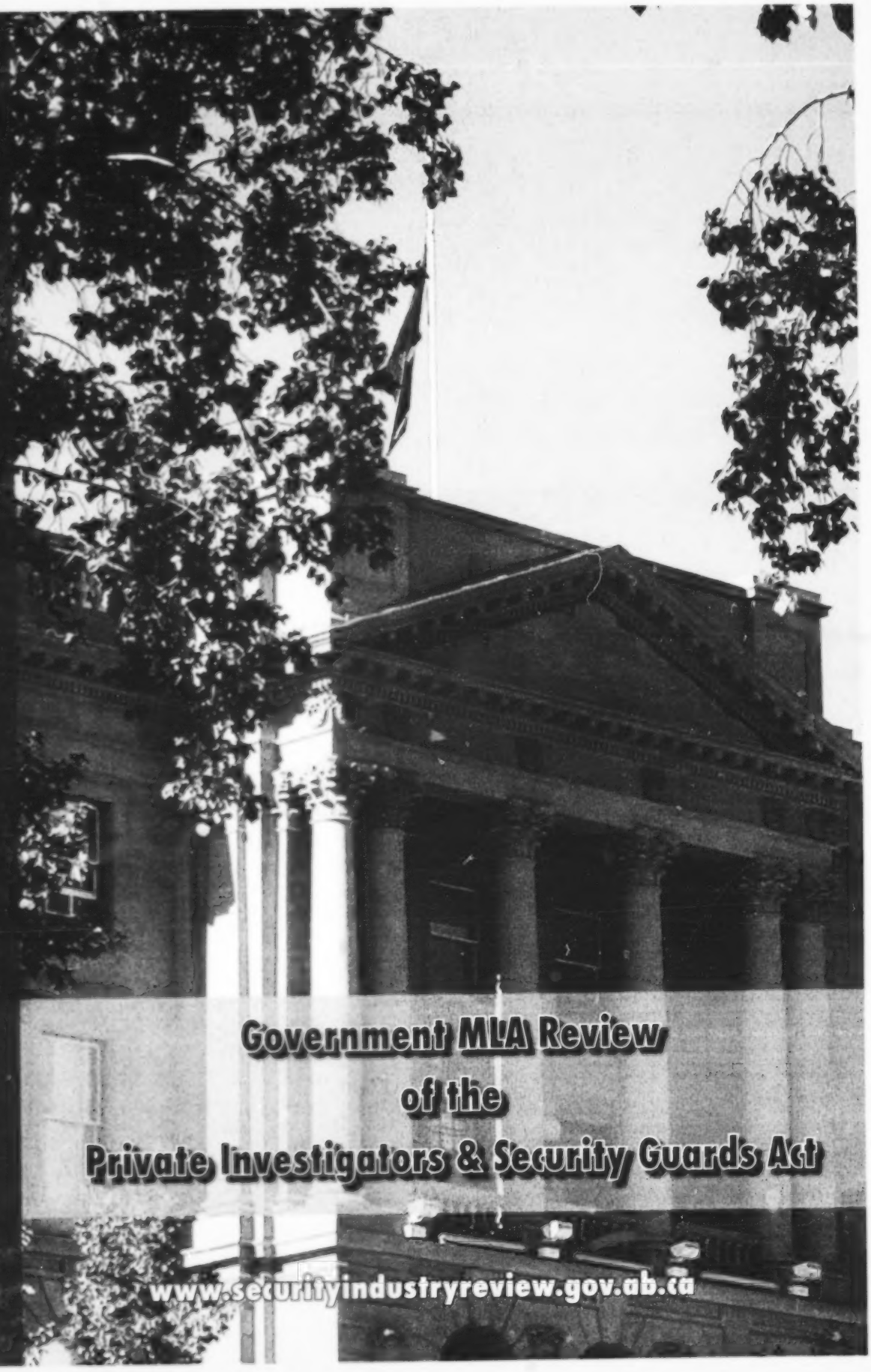
Alberta
SOLICITOR GENERAL
AND PUBLIC SECURITY

Discussion Guide



Government MLA Review of the Private Investigators & Security Guards Act

www.securityindustryreview.gov.ab.ca

DISCUSSION GUIDE

Government MLA Review of the Private Investigators and Security Guards Act

Alberta Solicitor General and Ministry of Public Security

www.securityindustryreview.gov.ab.ca

106-02822/

Table of Contents

Message from the Minister 5

Introduction to the review process 6

What is the Private Investigator and Security Guards Act? 7

Why is the Private Investigator and Security Guards Act being reviewed? 8

How can I provide my ideas for the review? 9

QUESTIONS: Private Investigators and Security Guards Act 10

- Licensing classification system 10
- Parameters of licensing – who should be licensed? 10
- Minimum qualifications 12
- Training standards 13
- Use of force 14
- Accountability 15
- Communication 16
- Licensing and portability 16
- Renewing licences upon expiry 17
- Standards for uniforms and vehicles 17
- Other comments 17

Tear out questionnaire 19

Government MLA Review of the Private Investigators and Security Guards Act
Alberta Solicitor General and Ministry of Public Security
10th Floor Brownlee Building
10365-97 Street
Edmonton, Alberta T5J 3W7
Fax: (780) 427 1903
www.securityindustryreview.gov.ab.ca
ISBN: 0-7785-3722-6
June 2005

Message from the Minister

Harvey Cenaiko,
Solicitor General
Minister of Public Security

The security industry plays a critical role in the safety of Albertans. Over the last several decades the industry has grown and changed steadily, however legislation has not kept pace with these changes and the public's rising expectations of safe and secure communities.

In a climate of expansion in the industry, it's important to ensure public individual rights and freedoms. Detailed regulation and oversight is crucial to maintain safe communities and to uphold society's fundamental rights.

The *Private Investigators and Security Guards Act* is over 40 years old. The 2002 report of the Government MLA Policing Review Committee recommended a comprehensive review of this Act. I believe it's timely to review this important piece of legislation to modernize and strengthen the industry's standards and ensure the needs of Albertans are addressed.

To determine how the security industry can be integrated into the overall strategy for public safety, I've appointed Calgary-Foothills MLA Len Webber to chair the review. A number of areas will be explored, including the relationship between the security industry, police services and critical infrastructure to ensure a coordinated security delivery system throughout the province. It's time for legislation to make the distinction between police and the security industry clear and address how the security industry fits within the law enforcement matrix in Alberta.

I encourage you to participate in the review. Your views and ideas are important as we develop new legislation that will make Alberta a safer and more secure place for our families and communities.

Sincerely,

Harvey Cenaiko
Solicitor General
and Minister of Public Security

Introduction to the Review Process

Len Webber
MLA for Calgary - Foothills

It's an honour to have been appointed by Alberta Solicitor General and Minister of Public Security Harvey Cenaiko to lead the review of the *Private Investigators and Security Guards Act*.

The comprehensive review will focus on a number of areas such as the parameter licensing, role clarification, qualifications, training standards, responsibilities
The continuum of services that range from private safety to police will be clarified to ensure a coordinated system of service delivery for Albertans.

The review of the legislation will include research across Canada and internationally as well as a stakeholder consultation process to obtain input. This process will result in recommendations that will be considered in proposing changes to legislation.

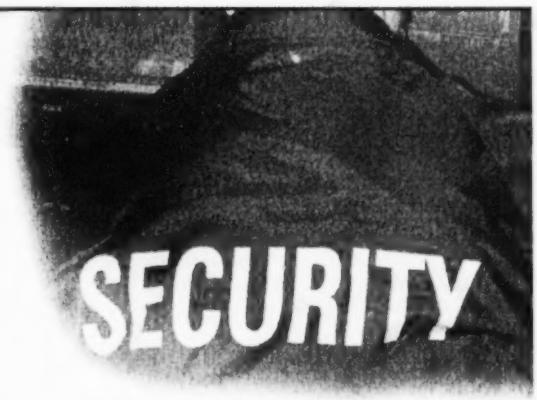
The security industry plays an important role in maintaining our safe communities. Thank you for taking the time to participate in this review. Please submit your ideas for consideration by August 30th, 2005. I look forward to reviewing your suggestions.

Sincerely,

Len Webber

Len Webber
MLA for Calgary - Foothills

What is the Private Investigators and Security Guards Act?



The present legislation originated with the *Private Detective Act* in 1948, which evolved into the *Private Investigators and Security Guards Act* in 1965. Currently, security is performed on a daily basis by a host of private personnel, security guards, investigators and other licensed and unlicens security guards. These personnel work for a range of security agencies companies providing services for the protection of property, information

The Act governs the licensing of both security guards and private investigator are 622 licensed private investigators and 4,559 licensed security guards operating in Alberta. In addition, there are 91 licensed security guard agencies and 152 private investigator agencies. These numbers do not include internal security or other sectors of the unlicensed security industry.

Security guards are commonly employed to guard and protect persons or property. Some of their duties include guarding property against theft and vandalism and controlling access to establishments. Security guards are required to be uniformed and protect property through observation for signs of crime or disorder, which are then reported to their client, employer and emergency services as appropriate. Security guards commonly enforce company rules and can act within the limits of the law to protect lives or property. They are provided training in accordance with the needs and initiative of the company that employs them.

Contracted security guards and agencies are required to be licensed under the Act. Contract security involves services offered on the market by businesses, agencies or individuals through a contractual process. Security guards who work in house as employees for a business are not required to be licensed under the Act. For example, large shopping centres, retail outlets, manufacturers and bar owners employ their own security guards versus contracting with security firms.

Private investigators generally complete investigative work that involves obtaining information about the personal character and actions of a person. They also search for missing persons. The Act requires that private investigators are licensed with the exception of those who work in house as an employee for that business.

Some of the areas that do not require a licence under the Act include members of the Canadian Corps of Commissionaires who are acting within the scope of their authority, barristers and solicitors who may be performing investigative functions, employees of insurance adjustment agencies or insurance companies completing investigative work, alarm companies and employees and armoured car guards.

The security industry, whether licensed or not, combines to provide a wide range of security services including:

- Guarding
- Security services
- Investigations, including private investigations
- Guard dog patrols
- Locksmiths
- Secure storage
- Alarm installation, repair and monitoring
- Armoured car services
- Transportation of valuables
- Bodyguards
- Bouncers
- Consultants & corporate security

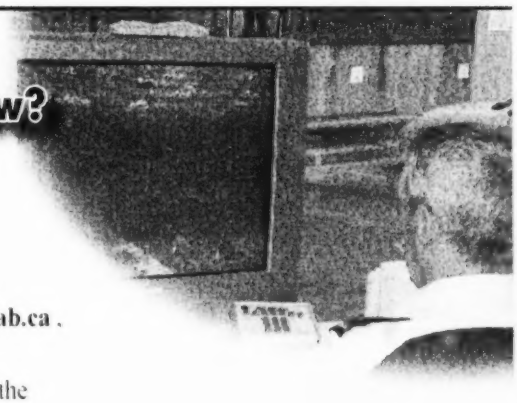
Why is the Private Investigators and Security Guards Act being reviewed?

The primary function of the current legislation is to licence security guards and private investigators and their respective agencies. During the past 40 years, the security industry has expanded and undergone tremendous change in response to the evolving needs of the public. The growth has been characterized by increasing business demands, diversification of activities and duties and by an increase in the population of Alberta. The goal of the review is to modernize the legislation how the industry will be integrated into the province's overall strategy for public review is the first phase of the project, followed by the development of legislation and implementation the changes.

Although the security industry does not have a direct role in policing, this sector augments the policing function by assuming a greater role in the matrix of public safety and security. For example, when private properties such as shopping malls, theme parks or sport stadiums extend an open invitation to the public these properties become equivalent to a public common area. However, the security function is not always regulated. Also, at times, coordination is required between the security industry and police services. For example, information or intelligence sharing occurs when the two sectors work together to provide security. Although the distinction appears to be clear as police are peace officers who act to protect the public in the enforcement of all federal and provincial laws and security personnel work to protect their client, the line between the two is becoming increasingly blurred. The review provides an opportunity to better understand the different roles and responsibilities between the police and the security industry and explore ways the areas could work together to respond more effectively to the needs of Albertans.

Through the review new licensing requirements will be developed that will improve the quality and professionalism of security services, increase public trust and confidence in the industry, support career development, help overcome recruitment and retention issues, promote best practices and encourage businesses in the industry to improve their standards.

How can I provide my ideas for the review?



Upon reading the guide there are several ways you or your organization can respond:

- Answer the questions in the tear out guide at the back of the booklet
- Complete the questions on line at **www.securityindustryreview.gov.ab.ca** , or
- Submit your ideas in your own document using the topic headings in the Discussion Guide.

If you refer to specific sections of the legislation, then please identify those in your feedback. This will assist us in the review, analysis and compilation of all ideas and recommendations. **The deadline for submitting feedback is August 30th, 2005.**

You can send your ideas by email to **securityindustry.review@gov.ab.ca** or mail it to our office:

Government MLA Review of the Private Investigators and Security Guards Act
Alberta Solicitor General and Ministry of Public Security
10th Floor, John E Brownlee Building
10365-97 Street
Edmonton, Alberta T5J 3W7

Your submission can be based on some or all of the questions in the Discussion Guide or your own specific issues or ideas for changes to the *Private Investigators and Security Guards Act*. We encourage you to review the provisions in the *Private Investigators and Security Guards Act and Regulation*. You can access this information, the Discussion Guide and supporting documentation on the review through the website at **www.securityindustryreview.gov.ab.ca.**

If you require additional copies of the Discussion Guide or you have any questions call (780) 427-3149 or toll free at 310-0000.

Finally, it is important to specify if you wish to have your submission remain confidential. If you are representing an organization, confidentiality may not be assured. Please note that this information is collected and used in accordance with the *Freedom of Information and Privacy Act* and may be disclosed publicly.

QUESTIONS:
Private Investigators and Security Guards Act

Licensing classification system

It is recognized that a one size fits all licensing system does not reflect the diversity of duties fulfilled by security guards and private investigators. One level of licensing or training will not meet the demands of all types of security. For example, the requirements for a night watchman are different from the requirements for shopping mall security, especially in terms of the degree of contact with the public. In some jurisdictions the licensing system recognizes the diversity of job responsibilities within the security industry and the classification system contains multiple levels of training.

1.1 Should a licensing classification system be developed in which each level or tier aligns the duties, standards, skills and training with the necessary job requirements? Please elaborate.

Parameters of licensing – Who should be licensed?

Previous reviews and reports completed in Alberta and throughout Canada on legislation pertaining to private investigators and security guards recommend broadening the definition of persons licensed under the Act to include new roles and functions involved in the security industry. This would assist in ensuring that all individuals employed in the industry have the necessary skill and qualifications to adequately fulfil the requirements of their job. In 1965, most security guards were watchmen; today they provide a wide variety of services with significant interaction with the public.

At present, private investigators and contracted security guards are required to be licensed under the Act. The Act does not apply to security guards or private investigators that are employed by one business and whose work is confined to the affairs of that employer, commonly referred to as in house security or proprietary security. For example, large shopping centres, alarm companies, security consultants, and bar and club owners employ security staff. Locksmiths are also excluded from the legislative requirements under the Act, however, they are licensed pursuant to the Criminal Code to sell, purchase or carry specific locksmith tools and equipment. Also, armoured car agencies and personnel are not regulated through the Act. They are, however, required to obtain a licence through the federal *Firearms Act* which governs those who handle, transport, or protect cash and other goods of substantial value and need a firearm to protect their life and the lives of others. Overall, this leaves a broad spectrum of in house security services that are not licensed and in some circumstances perform similar functions as those who are licensed under the Act.

Questions

2.1 Should all agencies and personnel in the security industry be licensed? Please identify which of the following sectors should be licensed or not and provide a rationale:

- Armoured car guard agencies and personnel
- Locksmith companies and personnel
- Alarm companies and personnel, including service, installation and monitoring
- Canadian Corps of Commissionaires
- Security patrol
- Security consultants
- Bodyguards
- Doormen (bouncers)
- Corporate security
- Retail loss prevention (store security)
- Barristers and solicitors who are performing investigative functions
- Insurance adjustment companies or insurance agencies who are performing investigative functions
- In house or proprietary security including employers and employees of the security industry. This includes internal security such as security guards who perform their duties on business premises or areas which may be publicly or privately owned but are open to the public.
- Please identify any other areas.

2.2 If additional agencies require a licence under the new legislation, should a phase-in approach be adopted? If yes, for how long? For example, a one-year phase-in period to meet the requirements and obtain a licence to operate.

Minimum qualifications

The legislation requires that an applicant for a private investigator or security guard be at least 18 years of age, of good character and complete a criminal record check. The criterion also applies to licensing agencies or businesses under the Act.

3.1 Should more comprehensive and stringent individual licensing requirements be required such as a combination of minimum experience, education and training? Please elaborate. The following are examples of some of the requirements:

- At least 18 years of age
- Criminal record check
- Three references
- Physically fit
- Shall be of good character and reputation, meaning that they have not conducted themselves unprofessionally
- Be a Canadian citizen or entitled to work in Canada
- Successfully completed all prescribed training and testing

Questions

3.2 To help ensure that individuals who are not suitable for licensing do not needlessly spend money on training, should a process be established where applicants for security guards and investigators are pre-screened before they undertake training? For example, individuals would need to meet all identified requirements with the exception of training. Please elaborate.

3.3 To further ensure the competency and integrity of an agency applicant, should organizations such as private investigator agencies, security guard agencies and any other security agency that may require a licence under the new legislation be subject to more stringent minimum standards? Please elaborate. The following are some examples:

- The proprietor, shareholders or manager must meet the same standards as required for their employee (i.e. private investigator or security guard) if they conduct activities such as investigations or security activities on behalf of the agency.
- The applicant for an agency licence and manager of an agency must:
    - Be at least 18 years of age
    - Be of good character and reputation, meaning that they have not conducted themselves unprofessionally
    - Be a permanent resident of Canada or a person lawfully admitted to Canada for permanent residence
    - Have two years related experience as an investigator or security guard or equivalent experience
    - Complete a criminal record check
    - Provide three references
    - Have a business licence

3.4 Should different levels of background checks be completed for different levels of service? To further explain, should more comprehensive checks beyond criminal record checks (i.e. credit rating, employment and financial history) be performed based on those who have more responsibilities and more contact with the public? Please elaborate.

3.5 What factors should preclude an individual from making an application under the Act? For example, a conviction for a particular criminal offence.

3.6 How should security businesses ensure their licensed employees comply with the required licensing standards on an ongoing basis? Please elaborate.

Questions

Training standards

Professionalism results from core values, training and minimum hiring and performance standards. A high level of professionalism enables the industry to provide quality services to diverse clients and helps ensure the safety of the public and those providing security.

Presently, under the current legislation, there are no minimum provincial educational or training requirements that must be met by all private investigators and security guards in Alberta. Several provinces across Canada have introduced mandatory training to help improve industry standards and enhance public safety and security. Overall, training assists in ensuring personnel in the security industry have sufficient skills, knowledge and understanding of their duties and authority.

4.1 To assure the public that all those who require a licence under the new legislation have a high standard of professionalism, competence and the necessary skills to perform the required duties should mandatory eligibility requirements be developed including training standards to obtain a licence? Please elaborate.

4.2 What would constitute the key elements of a standard certified training program that would apply to all levels of public security? The following examples are provided:

- Element of basic training
- CPR
- First Aid
- Knowledge of provincial and federal legislation
- Legal and ethical aspects of the security industry
- Appropriate and effective communication skills
- Report writing and note taking skills

4.3 To ensure that there are no additional costs to taxpayers, should individuals and the industry be responsible for costs associated with training? Please elaborate.

4.4 Some jurisdictions have explored the additional step of an apprenticeship program or field training for private investigators prior to obtaining a licence because of the significant impact their work has on the privacy of individuals. Should there be an apprenticeship requirement or field training for private investigators? Please elaborate.

4.5 If yes to 4.4, what length of time would be reasonable for such a program?

4.6 Should there be a probationary period or field training for some security guards prior to being issued a licence, especially those who have greater interaction with the public?

Questions

4.7 Handlers and owners of guard dogs are not covered by the *Private Investigators and Security Guards Act* and therefore are not subject to any regulation or requirements. In some jurisdictions across Canada and the U.S.A. there is significant regulation of the guard dog industry. Guard dogs are either trained or sold directly to those wishing to use a dog for security purposes or they are leased for security purposes. There is no accurate estimate of the number of guard dogs used in Alberta, however, the demand for the services of guard dogs may be an area of growth and demand in the future.

To ensure the responsible use and control of a guard dog should there be a legislated licensing requirement including training for all companies and individuals that provide services relating to guard dogs? Please elaborate.

4.8 If yes to 4.7, please outline the parameters that should be in place. For example, should a handler be required to undergo a training period with his guard dog to ensure control of the dog at all times and in all circumstances?

Use of force

One of the roles of the security industry is to protect people and property and to report crimes to the proper authorities. In some cases, employees make arrests in accordance with the provisions of the *Criminal Code*. At times, security employees can be placed in potentially dangerous situations especially when they act as a first responder to a critical incident or when they detain a person while waiting for police to arrive. The Act does not allow security guards or private investigators to use equipment such as batons or Oleoresin Capsicum Spray (better known as pepper spray).

5.1 Should the Department of the Solicitor General and Public Security be able to prescribe specific types of devices, the circumstances of their use and the level of training required to use them? Please elaborate.

Questions

Accountability

The effectiveness of the legislation is dependent somewhat on the system established to monitor and enforce the requirements. An auditing function helps to ensure compliance with the licensing requirements. The Act provides the Solicitor General and Minister of Public Security with authority to suspend, cancel or refuse to renew a licence. However, the current legislation provides only minimal authority to monitor the operation of agencies and personnel and address or penalize unethical practices of security guard or private investigator companies. The following areas address monitoring, enforcement and administrative sanctions.

6.1 All agency applicants must post a $5,000 surety bond under the *Private Investigators and Security Guards Act* with the Department of the Solicitor General and Public Security before a licence is issued. The bond is obtained through their insurance company. The bond is required in the event that the principal and/or employee of the principal fail in any respect to perform faithfully, honestly and lawfully in the business of employment. Some stakeholders have previously recommended that a surety bond should no longer be required and that it be replaced with increased liability insurance.

Should there be a surety bond? If yes, what should the surety bond for agencies be? Please elaborate.

6.2 As a requirement to receive and retain a licence, should corporations, organizations and associations performing security functions annually provide proof of adequate liability insurance to the Department of the Solicitor General and Public Security?

6.3 To ensure that standards are adhered to, what should licensees be required to report to the Department of the Solicitor General and Public Security? The following are some examples:

- All formal, written complaints regarding conduct of the business or employees
- All situations involving the use of force
- All petitions for bankruptcy commenced by or against a licensee
- All civil suits initiated against businesses or employees

6.4 Should a system of monitoring and enforcement be developed under the Act with powers to inspect, investigate, audit and sanction personnel and organizations regarding any complaint or allegation including failure to comply with licensing requirements? Please elaborate.

6.5 If yes to 6.4, what administrative sanctions and fines would you recommend?

Questions

6.6 Who should oversee and monitor the operation of the security industry, including reviewing complaints against private investigators, security guards and the companies that offer security services to ensure that agencies and personnel are accountable for their actions and omissions? Please elaborate.

6.7 If the agency, security guard or private investigator is not satisfied with the outcome of an investigation by the Department of the Solicitor General and Public Security, what process should be in place to address the concerns? Please elaborate and identify who should be involved in reviewing the decision. For example, a board could be convened to hear an appeal of a decision.

Communication

7.1 To support the development of industry-wide standards for recruitment, training, education and a code of conduct, should a process be established that would provide advice to the Department of the Solicitor General and Public Security and facilitate ongoing communication between the stakeholders and the department? For example, a representative advisory committee. Please elaborate.

Licensing and portability

Currently, an applicant must be licensed through the employer, which involves authorization through the Act. The employer must also wait until the licence is authorized prior to a new employee beginning work as a security guard or investigator. As soon as the security guard or private investigator ceases to be employed with the agency, the individual's licence terminates.

Upon obtaining a licence, personnel cannot take their licence from company to company or be employed by more than one company at the same time under the same licence. In situations where an employee moves to another agency, the employer would need to apply to the Department of the Solicitor General and Public Security for another licence, even though the employee was licensed in their previous job. The re-licensing process takes time as it involves an administrative process.

8.1 What are some suggestions for managing portability in licensing? For example, should individuals be able to retain their licence when changing employers? What requirements should be in place to ensure that the licence is still valid? Please elaborate.

Questions

Renewing licences upon expiry

Currently, licences have to be applied for annually with a legislative requirement that specifies December 31st as year-end. Administratively, this impacts the application process which could result in delays as all agencies send in their applications for processing at the same time.

9.1 Should annual applications be staggered throughout the year and based on the date the initial application for a licence was made? Please elaborate.

9.2 Should the Department of the Solicitor General and Public Security have the discretion to extend licence periods for up to two years or longer? Please explain and identify the time frame for renewal.

Standards for uniforms and vehicles

Uniforms and vehicles often have an important role in company identification. Although the legislation provides some guidelines for uniforms and vehicles, in many instances security guards wear uniforms, drive vehicles and use insignia very similar to those of police. This can be confusing to the public.

10.1 To ensure that the public can easily distinguish between security guards and police officers, should uniforms, identifying marks or insignia on uniforms and vehicles be a standardized requirement? Please elaborate.

10.2 If yes to 10.1, what type of uniform, identifying marks or other insignia should be introduced to differentiate security guards from police?

10.3 If yes to 10.1, should the industry require a phase-in period to comply with the new standards? For how long? Please explain your rationale.

Other comments

11.1 Identify any additional thoughts or ideas you would like considered in the review of the *Private Investigators and Security Guards Act*.

Tear Out Questionnaire

Tell us what you think.

You can either complete the questionnaire in this tear-out guide, or complete the on-line form at www.securityindustryreview.gov.ab.ca.

The deadline for submissions is August 30, 2005.

Do you wish to have your submission remain confidential?

- ❑ Yes
- ❑ No

Identifying information:

Name: _____

Organization: _____

Mailing Address: _____

City/Town: _____

Postal Code: _____

Phone: ( ) _____

Email: _____

Tear Out Questionnaire

QUESTIONS: Private Investigators and Security Guards Act

Licensing Classification System

1.1 Should a licensing classification system be developed in which each level or tier aligns the duties standards, skills and training with the necessary job requirements? **Please elaborate.**

_____

_____

_____

_____

Parameters of Licensing – Who should be licensed?

2.1 Should all agencies and personnel in the security industry be licensed?

Please identify which of the following sectors should be licensed or not and provide a rationale:

Category	Yes	No	Rationale
Armoured car guard agencies and personnel			
Locksmith companies and personnel			
Alarm companies and personnel, including service, installation and monitoring			
Canadian Corps of Commissionaires			
Security patrol			
Security consultants			
Bodyguards			
Doormen (bouncers)			
Corporate security			
Retail loss prevention (store security)			
Barristers and Solicitors who are performing investigative activities			
Insurance adjustment companies or insurance agencies who are performing investigative activities			

In house or proprietary security including employers and employees of the security industry. This includes internal security such as security guards who perform their duties on business premises or areas which may be publicly or privately owned but are open to the public.			
Please identify any other areas.			

2.2 If additional agencies require a licence under the new legislation, should a phase-in approach be adopted? **If yes, for how long?** For example, a one-year phase-in period to meet the requirements and obtain a licence to operate.

Minimum qualifications

3.1 Should more comprehensive and stringent individual licensing requirements be required such as a combination of minimum experience, education and training? **Please elaborate.** The following are examples of some of the requirements:

- At least 18 years of age
- Criminal record check
- Shall be of good character and reputation, meaning that they have not conducted themselves unprofessionally
- Be a Canadian citizen or entitled to work in Canada
- Successfully completed all prescribed training and testing
- Three references
- Physically fit

3.2 To help ensure that individuals who are not suitable for licensing do not needlessly spend money on training, should a process be established where applicants for security guards and investigators are pre-screened before they undertake training? For example, individuals would need to meet all identified requirements with the exception of training. **Please elaborate.**

_____
_____
_____
_____

3.3 To further ensure the competency and integrity of an agency applicant, should organizations such as private investigator agencies, security guard agencies and any other security agency that may require a licence under the new legislation be subject to more stringent minimum standards? Please elaborate. The following are some examples:

- The proprietor, shareholders or manager must meet the same standards as required for their employee (i.e. private investigator or security guard) if they conduct activities such as investigations or security activities on behalf of the agency.
- The applicant for an agency licence and manager of an agency must:
  - Be at least 18 years of age
  - Be of good character and reputation, meaning that they have not conducted themselves unprofessionally
  - Be a permanent resident of Canada or a person lawfully admitted to Canada for permanent residence
  - Have two years related experience as an investigator or security guard or equivalent experience
  - Complete a criminal record check
  - Provide three references
  - Have a business licence

_____
_____
_____
_____

3.4 Should different levels of background checks be completed for different levels of service? To further explain, should more comprehensive checks beyond criminal record checks (i.e. credit rating, employment and financial history) be performed based on those who have more responsibilities and more contact with the public? **Please elaborate.**

_____
_____
_____
_____

3.5 What factors should preclude an individual from making an application under the Act? For example, a conviction for a particular criminal offence.

3.6 How should security businesses ensure their licensed employees comply with the required licensing standards on an ongoing basis? **Please elaborate.**

Training standards

4.1 To assure the public that all those who require a licence under the new legislation have a high standard of professionalism, competence and the necessary skills to perform the required duties should mandatory eligibility requirements be developed including training standards to obtain a licence? **Please elaborate.**

4.2 What would constitute the key elements of a standard certified training program that would apply to all levels of public security? The following examples are provided:

- Element of basic training
- First Aid
- Legal and ethical aspects of the security industry
- Report writing and note taking skills
- CPR
- Knowledge of provincial and federal legislation
- Appropriate and effective communication skills

Tear Out Questionnaire

4.3 To ensure that there are no additional costs to taxpayers, should individuals and the industry be responsible for costs associated with training? **Please elaborate.**

_____

_____

_____

_____

4.4 Some jurisdictions have explored the additional step of an apprenticeship program or field training for private investigators prior to obtaining a licence because of the significant impact their work has on the privacy of individuals. Should there be an apprenticeship requirement or field training for private investigators? **Please elaborate.**

❑ Yes

❑ No

_____

_____

_____

_____

4.5 If yes to 4.4, what length of time would be reasonable for such a program?

_____

_____

_____

_____

4.6 Should there be a probationary period or field training for some security guards prior to being issued a licence, especially those who have greater interaction with the public? **Please elaborate.**

_____

_____

_____

_____

4.7 Handlers and owners of guard dogs are not covered by the *Private Investigator and Security Guard Act* and therefore are not subject to any regulation or requirements. In some jurisdictions across Canada and the U.S.A. there is significant regulation of the guard dog industry. Guard dogs are either trained or sold directly to those wishing to use a dog for security purposes or they are leased for security purposes. There is no accurate estimate of the number of guard dogs used in Alberta, however, the demand for the services of guard dogs may be an area of growth and demand in the future.

To ensure the responsible use and control of a guard dog should there be a legislated licensing requirement including training for all companies and individuals that provide services relating to guard dogs? **Please elaborate.**

_____
_____
_____
_____

4.8 If yes to 4.7, please outline the parameters that should be in place. For example, should a handler be required to undergo a training period with his guard dog to ensure control of the dog at all times and in all circumstances?

_____
_____
_____
_____

Use of force

5.1 Should the Department of the Solicitor General and Public Security be able to prescribe specific types of devices, the circumstances of their use and the level of training required to use them? **Please elaborate.**

_____
_____
_____
_____

Tear Out Questionnaire

Accountability

6.1 All agency applicants must post a $5,000 surety bond under the *Private Investigators and Security Guards Act* with Department of the Solicitor General and Public Security before a licence is issued. The bond is obtained through their insurance company. The bond is required in the event that the principal and or employee of the principal fail in any respect to perform faithfully, honestly and lawfully in the business of employment. Some stakeholders have previously recommended that a surety bond should no longer be required and that it be replaced with increased liability insurance.

Should there be a surety bond? If yes, what should the surety bond for agencies be? **Please elaborate.**

_____

_____

_____

_____

6.2 As a requirement to receive and retain a licence, should corporations, organizations and associations performing security functions annually provide proof of adequate liability insurance to the Department of the Solicitor General and Public Security? **Please elaborate.**

_____

_____

_____

_____

6.3 To ensure the standards are adhered to, what should licensees be required to report to the Department of the Solicitor General and Public Security? The following are some examples:

- All formal, written complaints regarding conduct of the business or employees
- All situations involving the use of force
- All petitions for bankruptcy commenced by or against a licensee
- All civil suits initiated against businesses or employees

_____

_____

_____

_____

Tear Out Questionnaire

6.4 Should a system of monitoring and enforcement under the Act be developed with powers to inspect, investigate, audit and sanction personnel and organizations regarding any complaint or allegation including failure to comply with licensing requirements? **Please elaborate.**

6.5 If yes to 6.4, what administrative sanctions and fines would you recommend?

6.6 Who should oversee and monitor the operation of the security industry, including reviewing complaints against private investigators, security guards and the companies that offer security services to ensure that agencies and personnel are accountable for their actions and omissions? **Please elaborate**

6.7 If the agency, security guard or private investigator is not satisfied with the outcome of an investigation by the Department of the Solicitor General and Public Security, what process should be in place to address the concerns? **Please elaborate** and identify who should be involved in reviewing the decision. For example, a board could be convened to hear an appeal of a decision.

Tear Out Questionnaire

Communication

7.1 To support the development of industry-wide standards for recruitment, training, education and a code of conduct, should a process be established that would provide advice to the Department of the Solicitor General and Public Security and facilitate ongoing communication between the stakeholders and the department? For example, a representative advisory committee. **Please elaborate.**

Licensing and portability

8.1 What are some suggestions for managing portability in licensing? For example, should individuals be able to retain their licence when changing employers? What requirements should be in place to ensure that the licence is still valid? **Please elaborate.**

Tear Out Questionnaire

Renewing licences upon expiry

9.1 Should annual applications be staggered throughout the year and based on the date the initial application for a licence was made? **Please elaborate.**

9.2 Should the Department of the Solicitor General and Public Security have the discretion to extend licence periods for up to two years or longer?
Please explain and identify the time frame for renewal.

Standards for uniforms and vehicles

10.1 To ensure that the public can easily distinguish between security guards and police officers, should uniforms, identifying marks or insignia on uniforms and vehicles be a standardized requirement? **Please elaborate**

10.2 If yes to 10.1, what type of uniform, identifying marks or other insignia should be introduced to differentiate security guards from police?

10.3 If yes to 10.1, should the industry require a phase-in period to comply with the new standards? For how long? Please explain your rationale.

Other comments

11.1 Identify any additional thoughts or ideas you would like considered in the review of the *Private Investigators and Security Guards Act*.

Tear Out Questionnaire

There are several ways you can submit your written response:

- Mail to: Government MLA Review of the Private Investigators and Security Guards Act
  Alberta Solicitor General and Ministry of Public Security
  10th Floor, John E Brownlee Building
  10365 - 97Street
  Edmonton, Alberta T5J 3W7

- Email to: securityindustry.review@gov.ab.ca

- Fax to: (780) 427-1903

Alberta
SOLICITOR GENERAL
AND PUBLIC SECURITY